



QUESTIONS TO ASK BEFORE YOU SELECT A HOME CARE AGENCY

- Does the agency employ its caregivers? How do you select your caregivers?
- Are your workers bonded and insured?
- How do you select your employees? What requirements do you have for experience, certifications, etc.?
- Do you conduct criminal and background checks upon hire?
- What other pre- and post-employment screenings do you conduct?
- Do you create a client plan of care? Is a Care Coordinator or Clinical Manager responsible for client assessment and creating the plan of care? How often are a client's needs reassessed?
- What are your daily minimums and weekly minimums for care hours (if any)?
- Does your agency work with area independent living facilities? If so, which ones?
- Can you provide client references?
- Can you provide written information describing your fees and services?